UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: ADMINISTRATIVE PUBLIC SAFETY DISPATCH SUPERVISOR
CLASS CODE: 6470

FLSA STATUS: NON-EXEMPT
SUPERVISORY STATUS: SUPERVISOR

EFFECTIVE DATE: 6/16/2009
DEPARTMENT: SHERIFF

JOB SUMMARY
Under general supervision of a Lieutenant, performs supervisory and specialized administrative support work in coordinating the dispatch function for the Emergency Operation Center, in serving as the primary Terminal Agency Coordinator for the department, and in overseeing compilation and dissemination of criminal statistical data and the submission of incident based reports.

ESSENTIAL DUTIES
Schedules and coordinates the work of assigned personnel; ensures work is completed accurately and efficiently; identifies, evaluates, and resolves personnel concerns; ensures subordinates receive necessary training to maintain required certifications; evaluates performance and conducts performance appraisals in conjunction with the Lieutenant; provides input for staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with County policy and procedure.

Coordinates the dispatch function with department emergency management personnel during emergencies and for planned drills; arranges for sufficient coverage and makes assignments; assists in evaluating the call taking and dispatching services provided upon conclusion of the emergency or drill to identify areas needing improvement and methods to improve efficiency.

Performs call taking and dispatching duties during operation of the Emergency Operation Center (EOC); logs, tracks, and routes National Incident Management System (NIMS) messages in the appropriate data base; dispatches and/or tracks search and rescue and other personnel assigned to the emergency when applicable.

Serves as the Bureau of Criminal Identification (BCI) point of contact for record validations, quality control, dissemination of manuals and other publications, security, user training, audits, and system matters; oversees training and testing of all department operators that access the Utah Criminal Justice Information System files (UCJIS) and other data bases in accordance with BCI requirements; ensures records are disseminated in accordance with Right of Access Regulations.

Oversees or personally conducts the monthly validation process for all records entered on the National Crime Information Center (NCIC) data base before automatic purge date.

Oversees and participates in the gathering, compiling, and dissemination of statistics related to calls for service and crimes committed, and the preparation of charts, graphs, maps, and written reports of specific crimes by area, section, type, time of day, and other meaningful variables used to enhance directed patrol and investigative activity and aid in the intervention and solution of criminal activity and the effective deployment of police assets.

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PAGE 2

Prepares and oversees the preparation of required reports and records to provide accurate statistical information for filing National Incident Based Reporting (NIBR) crime reports with state and federal agencies.

Advises and educates department personnel in crime analysis procedures and the use of related computer systems and tools. Attends patrol and detective briefing sessions when requested and answers questions stemming from analytical findings.

KNOWLEDGE, SKILLS, AND ABILITIES
Working Knowledge of: standard office practices; proper grammar, spelling, and punctuation; Utah County Rules and Regulations.
Considerable Knowledge of: Sheriff's Office Policies and Procedures; emergency dispatch procedures; regulations regarding various law enforcement systems and data bases such as Spillman Computer-Aided Dispatch, Utah Criminal Justice Information System (UCJIS), National Crime Information Center (NCIC), National Crime Information Center (NCIC), and Bureau of Criminal Investigations (BCI).
Skill in: reading, writing, and basic math; operating standard office equipment; using radios and computer - aided dispatch equipment; word processing and data entry; gathering and condensing voluminous information into presentable spreadsheets, charts, graphs, maps, and reports.
Ability to: maintain cooperative working relationships with those contacted during the course of work activities; effectively supervise others while maintaining own work load; rapidly prioritize emergency and non-emergency situations and remain professional in emotionally charged situations; communicate verbally and in writing;

WORKING CONDITIONS AND PHYSICAL AND MENTAL DEMANDS
Work is generally performed in an office or other environmentally controlled room and the incumbent typically sits at a desk or table. Work requires the incumbent to regularly walk, stand, or stoop, and to occasionally lift or otherwise move objects weighing up to 25 pounds. Work requires the incumbent to occasionally drive a motor vehicle and to work for sustained periods of time maintaining concentrated attention to detail.

Work is occasionally performed in the Emergency Operations Center (EOC) which may expose the incumbent to increased noise and to highly stressful situations affecting the safety and lives of others. Work in the EOC during an emergency may require working for extended hours with little notice.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

EDUCATION AND EXPERIENCE
High school diploma or equivalent and five (5) years of dispatcher work experience with the Utah County Sheriff's Office or a similar law enforcement agency with two (2) of these years in the capacity of a Dispatch Shift Supervisor or a Terminal Agency Coordinator or other speciality dispatch position such as Quality, Training, or PSAP Coordinator.

Selected applicants must pass a typing test at or above the rate of 40 WPM net. Selected applicants are subject to, and must pass, a full background check.

LICENSING AND CERTIFICATION
Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment. Applicant must possess, and if selected maintain, current POST (Utah Peace Officer Standards and Training) certification as a Dispatcher, Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), CPR, and BCI certifications.

County employees being reassigned or transferred to this classification must possess all certifications upon reassignment or transfer.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.